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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2152
Examiner Le Hien Luu

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AUG 16 2002

In Re: Musa Hanhan
Case: P3313CIP
Serial No.: 09/405,335
Filed: 09/24/99
Subject: Method and Apparatus for Data-Linking a Mobile Knowledge Worker to Home Communication-Center Infrastructure

Technology Center 2100

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

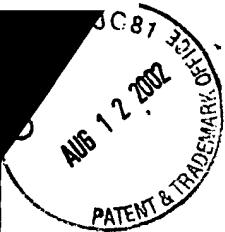
Dear Sir;

Amendment *D*

All of the claims standing for examination are reproduced below.

1. (Thrice Amended) In a communication center having agent workstations, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:

a proxy server executing a software suite;
a first two-way data link between the proxy server and a workstation at the communication center; and



Certificate of Express Mailing

"Express Mail" Mailing Label Number: **EV139610076US**

Date of Deposit: **08/12/2002**

Ref: Case Docket No.: **P3313CIP**

First Named Inventor: **Musa Hanhan**

Serial Number: **09/405,335**

Filing Date: **09/24/1999**

Title of Case: **Method and Apparatus for Data-Linking a Mobile Knowledge Worker to Home Communication-Center Infrastructure**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

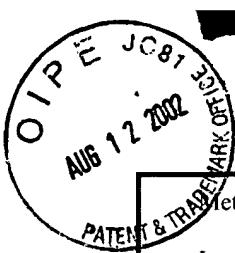
1. Amendment F.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

A handwritten signature in black ink, appearing to read "Mark A. Boys".

(Signature of person mailing papers or fee)



08-14 w

2152

Method of Transmission: EL139610076US

CASE DOCKET NO. P3313CIP

In reference to application of Musa Hanhan

Serial No. 09/405,335

For Method and Apparatus for Data-Linking a Mobile Knowledge Worker to Home Communication-Center Infrastructure

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.31.

- No additional fee is required.
- Applicant claims Small entity status under 37 CFR 1.27.
- The fee has been calculated as shown below.

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**** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.**

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "O" in column 5.

A check in the amount of 0.00 is attached.

Charge \$ 0.00 to deposit account 50-0534. (A duplicate of this sheet is enclosed)

Please charge any additional fees or credit overpayment to Deposit Account 50-0534. A duplicate of this sheet is enclosed.

Respectfully Submitted,

Donald R. Boys
Reg. No. 35074

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